Week	Topic	Focus	Warm-Up	Content	Activities	Homework
1	**Introduction to Business English**	Setting the foundation for business English learning.	Quick introductions using simple English.	Key differences between business and casual English. Introduction to acronyms like FORD, CARE, etc.	Group exercise using FORD (Family, Occupation, Recreation, Dreams).	Prepare a brief introduction email about yourself.
2	**Writing Effective Business Emails (Part 1)**	Basic email structure and professional tone.	Discuss a recent business email you received/sent.	Key components of business emails: Subject, Greeting, Body, Closing. Writing formal vs. informal emails.	Write a business email confirming a meeting.	Write an email requesting information from a colleague.
3	**Writing Effective Business Emails (Part 2)**	Refining email language for clarity and conciseness.	Review and discuss the emails written last week.	Expressing requests, confirmations, and responses. Common mistakes in business emails.	Peer review of business emails.	Write an email to request feedback from a colleague.
4	**Basic Business Greetings and Formalities**	Professional greetings and introductions.	Quick greeting practice with classmates.	Common greetings, titles, and formalities. Role-play formal, semi-formal, and informal greetings.	Practice greeting clients and colleagues in different scenarios.	Write a formal greeting email to a client.
5	**Introducing Yourself and Your Job**	Self-introduction and describing job duties.	Quick round of self-introductions in pairs.	Vocabulary for talking about job roles, responsibilities, and achievements. Phrases for introducing yourself in meetings.	Pair exercise to introduce your job to a colleague.	Write a formal self-introduction email for a new colleague.
6	**Effective Communication in Business Meetings (Part 1)**	Basic phrases for initiating, joining, and contributing in meetings.	Share a recent meeting experience and discuss challenges.	Key phrases for starting a meeting, making suggestions, and asking questions. Vocabulary for meetings.	Role-play introducing topics in a meeting and participating in discussions.	Prepare phrases for your next team meeting.

7	**Effective Communication in Business Meetings (Part 2)**	Advanced communication techniques for meetings.	Review phrases learned last week.	Managing a meeting, handling interruptions, objections, and diverse opinions. Tips for staying polite yet assertive.	Small group discussions focusing on resolving a business problem.	Write a meeting summary email after a hypothetical meeting.
8	**Telephone Communication Skills (Part 1)**	Professional language for phone calls.	Discuss phone etiquette and challenges in business calls.	Common phrases for answering the phone, taking messages, and setting appointments. Tips for clear communication.	Pair exercise practicing phone calls for setting up meetings.	Write a phone message for a colleague based on a missed call.
9	**Telephone Communication Skills (Part 2)**	Handling complex or challenging phone calls.	Discuss challenges of phone communication.	Phrases for troubleshooting, apologizing, and clarifying misunderstandings. Managing difficult phone calls.	Role-play a challenging phone call scenario.	Prepare for a role-play phone call with a client or vendor.
10	**Business Presentations (Part 1)**	Introduction to delivering a clear and professional presentation.	Share a presentation experience (good/bad).	Structuring a presentation (introduction, body, conclusion). Key phrases for starting, transitioning, and concluding.	Prepare a 2-minute presentation on a familiar topic.	Refine and practice your presentation for next week.
11	**Business Presentations (Part 2)**	Presentation techniques and audience engagement.	Discuss the challenges of engaging an audience.	Managing presentation anxiety, building confidence, engaging the audience, and handling questions.	Group presentations with feedback from classmates.	Prepare a business presentation on a new topic.
12	**Business Negotiation Skills (Part 1)**	Introduction to negotiation language.	Discuss a past negotiation experience and language used.	Basic negotiation phrases (e.g., "Can we agree on...?", "I'm afraid I can't accept..."). Understanding negotiation tactics.	Role-play a simple negotiation between a buyer and seller.	Write an email confirming terms of a business negotiation.

13	**Business Negotiation Skills (Part 2)**	Advanced negotiation strategies.	Discuss how to handle difficult negotiation situations.	Making compromises, offering alternatives, closing deals. Handling deadlocks and re-framing offers.	Simulated negotiation with a challenging counterpart.	Write an email summarizing a negotiation outcome.
14	**Writing Business Reports (Part 1)**	Structure and key elements of business reports.	Discuss types of reports commonly written in your work.	Key components of a report: introduction, findings, conclusions, recommendations. Writing concise executive summaries.	Write a short business report on a given scenario.	Prepare a report summarizing a recent project or meeting.
15	**Writing Business Reports (Part 2)**	Refining business report writing.	Peer review of business reports written in class.	Presenting data and findings clearly. Organizing information for readability and impact.	Peer review and edit a colleague's report.	Refine your report from last week based on feedback.
16	**Business Finance Vocabulary and Simple Accounting**	Basic financial terminology and communication.	Discuss basic financial terms you encounter at work.	Key financial vocabulary (e.g., revenue, budget, expenses, profit). Discussing financials in meetings and emails.	Discuss a sample budget and identify key terms.	Write an email discussing a budget proposal.
17	**Cross-Cultural Communication in Business**	Understanding cultural differences in international business.	Share a cross-cultural communication experience.	Key cultural differences in communication styles. Tips for effective cross-cultural communication.	Role-play communication with colleagues from different cultures.	Research one cultural aspect that affects business communication.
18	**Managing International Trade Communications**	Communicating in international trade and logistics.	Discuss how international trade impacts your work.	Common terms in international trade (e.g., import/export, tariffs, customs). Discussing global shipments and contracts.	Simulate a conversation with an international supplier.	Write a report on a recent trade transaction.
19	**Handling Overseas**	Communicating	Share an	Hosting international	Role-play hosting a	Write a welcome

	Visitors and Clients	effectively with international clients or visitors.	experience dealing with overseas visitors.	visitors, key phrases for engaging clients. Cultural considerations when hosting clients.	visitor from another country.	letter/email for a foreign client.
20	**Preparing for Business Trips**	Communication skills for planning and preparing for business travel.	Discuss preparing for a business trip.	Vocabulary for booking travel and accommodations. Managing communication during travel (e.g., checking in, confirming meetings).	Plan a business trip and role-play communicating with travel agents or clients.	Prepare an itinerary for a hypothetical business trip.
21	**Business Tone and Professional Writing**	Using appropriate business tone in writing.	Discuss the tone of your recent emails or reports.	Formal vs. informal tone. Adjusting tone based on context and audience. Writing clear, concise, and polite documents.	Rewrite informal emails to reflect a more formal tone.	Review and adjust the tone of a recent email to make it more professional.
22	**Socializing and Networking in Business**	Building relationships through informal conversations.	Share networking experiences at work or events.	Using SPARK (Start, Personal, Activity, Recent, Knowledge) for networking. Phrases for starting casual conversations.	Practice networking conversations in pairs.	Engage in a networking conversation with a colleague.
23	**Advanced Business Writing: Proposals and Documents**	Writing clear and persuasive business proposals.	Review a business proposal or document.	Structuring proposals, presenting arguments, and persuading. Key phrases for persuasive writing.	Write a short business proposal based on a given scenario.	Review and refine your proposal.
24	**Business Communication Review and Role Play**	Reviewing all key communication skills.	Quick recap of skills learned.	Role-playing all aspects of business communication (emails, meetings, negotiations, phone calls).	Group role-play with mixed business scenarios.	Prepare a final presentation combining all business communication skills.

25	**Final Review and Assessment**	Final review and assessment of all skills.	Reflect on your progress during the course.	Review of key vocabulary, acronyms, and communication techniques. Final Q&A and feedback session.	Group quiz, practice interviews, and final presentations.	Final written assignment summarizing key lessons from the course.

Week	Lecture Focus	Objectives	Key Methods/Acronyms	Activities	Grammar/Vocabulary Focus	Homework	Notes
1	Greetings & Introductions	Master formal greetings and self-introductions.	**FORD+** (Family, Occupation, Recreation, Dreams)	Warm-up: "Two Truths and a Lie"; Role-play introductions.	Simple present tense, job-related verbs	Practice introducing a colleague using FORD+.	Use follow-up questions to sustain dialogue.
2	Business Emails (Basics)	Write concise, professional emails.	**ABCDE** (Attention, Body, Closing, Double-check, Execute)	Warm-up: "Email Subject Line Race"; Edit poorly written emails.	Formal vs. casual tone, email structure	Draft an email requesting a meeting using ABCDE.	Use bullet points for clarity.
3	Business Etiquette (East vs. West)	Understand cultural differences in gestures and communication.	**CARE** (Context, Acknowledge, Respect, Empathize)	Role-play exchanging business cards; Compare meeting styles.	Politeness markers (e.g., "Could you...?")	Research and present one Western business custom.	Highlight eye contact and handshake norms.
4	Describing Job Duties	Confidently explain roles and responsibilities.	**KISS** (Keep It Short & Specific)	"Job Title Charades"; Create "Job Duty Mad Libs."	Action verbs (manage, coordinate, analyze)	Record a 1-minute audio describing their role.	Avoid jargon; focus on brevity.
5	Telephone Basics	Handle formal calls and voicemails.	**CLAP** (Clarify, Listen, Acknowledge, Politely Close)	Mock calls (e.g., rescheduling meetings); Voicemail practice.	Telephone phrases ("I'll put you on hold")	Call a peer to practice CLAP.	Emphasize tone and clarity.

6	Effective Meetings (Structure)	Lead or participate in structured meetings.	**SPARK** (Start, Purpose, Agenda, Recap, Key Actions)	Simulate a 15-minute team meeting; Draft an agenda.	Modal verbs (should, must), meeting vocabulary	Watch a TED Talk and identify SPARK elements.	Use timers to keep meetings focused.
7	Agreeing/Disagreeing Politely	Navigate disagreements professionally.	**Phrases**: "I propose...", "Could we explore...?"	Debate "Should meetings be shorter?"; Rewrite blunt statements.	Modal verbs (could, would)	Practice a disagreement scenario with a partner.	Stress indirect language for diplomacy.
8	Business Presentations	Deliver engaging presentations.	**PEAR** (Prepare, Engage, Articulate, Recap)	3-minute elevator pitches; Storyboard a slide.	Signposting language ("Firstly", "In conclusion")	Record a 2-minute presentation on their department.	Encourage audience interaction.
9	Reading Reports	Extract key information from documents.	**SCAN** (Skim, Context, Analyze, Note)	Skim/scan race; Analyze a quarterly report.	KPIs, data terms (forecast, revenue)	Summarize a news article using SCAN.	Highlight headers and bullet points for quick reading.
10	Writing Reports	Structure formal reports.	**BOLD** (Brief, Organized, Logical, Data-Driven)	Collaborative report writing; Convert bullet points to paragraphs.	Passive voice, formal connectors	Draft a one-page project update report.	Use charts to visualize data.
11	Business Negotiations	Negotiate terms confidently.	**WIN-WIN** (Welcome, Interests, Needs – What's Important Now?)	Role-play price negotiations; List concessions.	Persuasive language ("Let's meet halfway")	Research negotiation phrases.	Focus on mutual benefits.

12	Finance Basics	Discuss budgets, invoices, and ROI.	Key terms: ROI, overhead, break-even	Budget-planning simulation; Calculate ROI.	Comparatives (higher/lower than)	Explain a financial term to a peer.	Simplify complex terms with examples.
13	International Trade Terms	Understand Incoterms (FOB, CIF) and documentation.	**TRADE** (Terms, Risk, Agreements, Documents, Execute)	Draft a shipping agreement; Match Incoterms to definitions.	Prepositions (delivered to, payment by)	Research a trade dispute case study.	Use real-world shipping scenarios.
14	Socializing with Colleagues	Build rapport in informal settings.	**BOND** (Break ice, Open questions, Nod actively, Discover common ground)	Speed networking; Write open-ended questions.	Small talk phrases ("What inspired you to...?")	Invite a colleague to lunch using BOND.	Avoid sensitive topics (politics, religion).
15	Mid-Course Review	Reinforce Weeks 1–14 content.	N/A	Jeopardy quiz; Role-play marathon (client meeting, email, call).	Review key vocabulary and grammar	Reflect on 3 improved skills.	Use team-based games for engagement.
16	Hosting Overseas Visitors	Plan itineraries and practice hospitality.	**HOST** (Hospitality, Organize, Smooth transitions, Thank)	Design a visitor itinerary; Role-play airport pickup.	Future tense for planning ("We will arrange...")	Create a visitor itinerary for a hypothetical guest.	Highlight cultural preferences (e.g., dietary restrictions).
17	Client Meetings	Deliver effective client pitches.	**ASK** (Agenda, Share, Know Needs)	Role-play client pitches; Practice handling	Persuasive language ("This solution will...")	Prepare a client pitch outline.	Research the client’s industry beforehand.

				objections.			
18	Business Trips	Prepare for international travel.	**TRIP** (Travel plans, Research, Itinerary, Prepare documents)	Simulate trip planning; Role-play visa interviews.	Future tense, travel vocabulary (itinerary, visa)	Draft a travel checklist.	Include emergency contacts and local customs.
19	Formal vs. Casual Tone	Differentiate formal and casual language.	Examples: "I'd appreciate" vs. "I want"	Rewrite casual phrases formally; Compare email tones.	Formal connectors (However, Furthermore)	Rewrite a casual email in formal tone.	Use hedging language ("It might be beneficial to...").
20	Punctuation & Clarity	Improve written clarity through punctuation.	Focus: Commas, periods, formal sentence structure	Edit a poorly punctuated document; Peer review.	Punctuation rules, sentence fragments	Proofread a sample report.	Use tools like Grammarly for practice.
21	Handling Complaints	Resolve complaints professionally.	**PEARL** (Politeness, Empathize, Apologize, Resolve, Learn)	Role-play complaint scenarios; Draft apology emails.	Empathetic language ("I understand your concern")	Write a response to a customer complaint.	Follow up to ensure satisfaction.
22	Cross-Cultural Negotiations	Navigate cultural differences in negotiations.	**BRIDGE** (Build rapport, Respect differences, Identify goals, Develop options)	Simulate cross-cultural negotiation; Discuss case studies.	Culturally neutral language	Research negotiation styles in a specific country.	Avoid assumptions; ask clarifying questions.
23	Advanced Email Strategies	Master follow-ups and persuasive language.	Techniques: Follow-up templates, persuasive subject lines	Draft follow-up emails; Analyze successful campaigns.	Conditional sentences ("If you agree, we can...")	Write a persuasive email to a client.	Use A/B testing for subject lines.

24	Final Review & Mock Scenarios	Apply skills in realistic scenarios.	N/A	Simulate a business day (emails, calls, meetings); Peer feedback.	Integrated review of all topics	Prepare a 5-minute final presentation.	Focus on time management and professionalism.
25	Graduation & Feedback	Celebrate progress and gather feedback.	N/A	Group presentations; Certificate ceremony; Feedback session.	N/A	Reflect on learning outcomes and set future goals.	Provide resources for continued learning (e.g., apps, podcasts).

Detailed Lecture Plan (Sessions 1-25): A Progressive Curriculum for Practical Business English

Each session is structured to include a specific topic, clear learning objectives, a 10-15 minute warm-up activity, main instruction points, interactive activities and exercises, a focus on relevant vocabulary and phrases, targeted grammar instruction, and a review and wrap-up segment.

Session 1: Getting Started - Introductions and Basic Greetings

- **Topic:** Introducing oneself and basic professional greetings.
- **Learning Objectives:** Participants will be able to introduce themselves and greet colleagues and visitors appropriately.
- **Warm-up Activity:** "Two Truths and a Lie" where participants share two true statements and one false statement about themselves, and others guess the lie .
- **Main Instruction Points:**
    - Distinguishing between formal greetings like "Hello," "Good morning," "Good afternoon," and "Good evening" and informal greetings such as "Hi" .
    - Learning how to introduce oneself by stating one's name, job title, and department within the company .
    - Practicing how to ask for someone's name and state one's own name clearly .
    - Understanding and using polite introductory phrases such as "Nice to meet you" and "Pleased to meet you" .
- **Interactive Activities/Exercises:** Participants will engage in role-playing exercises in pairs, practicing introducing themselves to a new colleague or visitor.
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "Hello," "Hi," "Good morning," "Good afternoon," "Good evening," "My name is...," "I am from the... department," "I work as a... in the... department," "Nice to meet you," and "Pleased to meet you" .
- **Grammar Focus:** Basic English sentence structure, focusing on Subject-Verb-Object order to form simple introductory sentences.
- **Review and Wrap-up:** A quick, informal quiz will be conducted to check participants' understanding of different greetings and introductory phrases.

Session 2: Discussing Job Duties and Responsibilities

- **Topic:** Describing one's job duties and responsibilities.

- **Learning Objectives:** Participants will be able to talk about what they do at work using appropriate business English.
- **Warm-up Activity:** "One Topic; One Word" where the topic is "My Job," and each participant provides one word that describes their work .
- **Main Instruction Points:**
    - Learning and practicing verbs commonly used to describe job functions, such as "manage," "responsible for," "assist with," and "create" [implied in.
    - Understanding and correctly using prepositions of place and function related to work, including "work in," "work on," and "work with" .
    - Developing the ability to explain the primary purpose and key responsibilities of their specific role within the company .
- **Interactive Activities/Exercises:** Participants will work in pairs, taking turns to interview each other about their respective job duties and responsibilities.
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "I manage the... team," "I am responsible for... projects," "I assist with... tasks," "I create... reports," "My main duties include...," "I am in charge of...," "I work in the... department," "I work on... specific projects," and "I work with... colleagues from other departments" [implied in.
- **Grammar Focus:** The present simple tense will be reviewed and practiced to describe routine actions and responsibilities performed at work.
- **Review and Wrap-up:** A few volunteers will be asked to give short, informal presentations to the group about their job duties, using the vocabulary and grammar learned in the session.

Session 3: Understanding Basic Business Etiquette

- **Topic:** Proper business etiquette and greetings in English-speaking contexts.
- **Learning Objectives:** Participants will understand and apply basic business etiquette rules relevant to professional interactions.
- **Warm-up Activity:** A brief group discussion will be facilitated to explore cultural differences in greeting customs and levels of formality in professional settings [based on.
- **Main Instruction Points:**
    - Emphasizing the importance of punctuality in business meetings and appointments .

    - Demonstrating the appropriate way to offer and receive handshakes as a standard business greeting .
    - Highlighting the significance of maintaining appropriate eye contact during conversations and introductions .
    - Reinforcing the use of polite language, including "Please," "Thank you," and "Excuse me," in various business interactions .
    - Providing guidance on how to properly introduce colleagues and business contacts to each other .
- **Interactive Activities/Exercises:** Participants will engage in role-playing scenarios that involve meeting new business contacts, attending meetings, and interacting with colleagues, focusing on applying the discussed etiquette rules.
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "Please," "Thank you," "Excuse me," "It's a pleasure to meet you," "Allow me to introduce you to...," and "This is my colleague, ...".
- **Grammar Focus:** The correct usage of adverbs of politeness, such as "Please" and "Kindly," will be reviewed and practiced in the context of making requests.
- **Review and Wrap-up:** A short quiz will be administered to assess participants' understanding of the basic business etiquette rules covered in the session.

Session 4: Writing Effective Business Emails - Part 1 (Structure and Greetings)

- **Topic:** Basic structure and appropriate greetings for business emails.
- **Learning Objectives:** Participants will be able to structure a basic business email and use appropriate greetings for different contexts.
- **Warm-up Activity:** Participants will share their experiences with sending and receiving business emails, discussing any challenges they have faced.
- **Main Instruction Points:**
    - Explaining the fundamental components of a business email, including the Subject line, Greeting, Body, Closing, and Signature .
    - Providing guidance on writing clear, concise, and informative subject lines that accurately reflect the email's content .
    - Demonstrating the use of appropriate formal greetings, such as "Dear Mr./Ms. [Last Name]," and informal greetings, like "Hello [First Name]," depending on the recipient and the relationship .
    - Highlighting the key differences between a formal and an informal tone in written business communication .

- **Interactive Activities/Exercises:** Participants will analyze various examples of business email greetings, identifying the level of formality and the context in which they would be appropriate.
- **Vocabulary and Phrase Focus:** Key vocabulary includes "Subject," "Greeting," "Body," "Closing," and "Signature." Common phrases include "Dear Mr./Ms. [Last Name]," "Hello [First Name]," "Good morning/afternoon/evening," and "To whom it may concern" .
- **Grammar Focus:** The correct use of capitalization in email greetings and the appropriate punctuation (comma vs. colon) after the greeting will be covered .
- **Review and Wrap-up:** Participants will practice writing subject lines and greetings for different hypothetical business email scenarios.

Session 5: Writing Effective Business Emails - Part 2 (Body and Closing)

- **Topic:** Writing the body of a business email and using appropriate closings.
- **Learning Objectives:** Participants will be able to write the main content of a business email clearly and concisely and use suitable professional closings.
- **Warm-up Activity:** A brief review of the key elements of a business email, focusing on subject lines and greetings from the previous session.
- **Main Instruction Points:**
    - Providing guidance on how to clearly and concisely state the purpose of the email in the opening sentences of the body .
    - Explaining how to provide necessary details and information in a structured and easy-to-understand manner within the email body .
    - Emphasizing the importance of using polite and professional language throughout the email .
    - Demonstrating the use of various appropriate professional closings, such as "Best regards," "Sincerely," and "Thank you for your assistance" .
    - Highlighting the essential components of a professional email signature, including name, title, and contact information .
- **Interactive Activities/Exercises:** Participants will engage in drafting the body and closing sections of sample business emails for various scenarios, such as making a request, providing information, or following up on a previous communication.

- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "I am writing to inquire about...," "I am contacting you regarding...," "Please find attached the document...," "Thank you for your time and consideration," "Best regards," "Sincerely," and "Thank you" .
- **Grammar Focus:** Further practice on using formal versus informal language in the context of email writing will be provided .
- **Review and Wrap-up:** Participants will engage in peer review of their drafted email bodies and closings, providing constructive feedback to each other.

Session 6: Participating Effectively in Business Meetings - Part 1 (Starting and Introductions)

- **Topic:** Initiating and participating in the initial stages of business meetings.
- **Learning Objectives:** Participants will be able to start meetings and introduce themselves and others appropriately in a business setting.
- **Warm-up Activity:** "Career Highlight" where participants briefly share a moment they felt proud of their work .
- **Main Instruction Points:**
    - Learning phrases for starting a meeting, such as "Good morning/afternoon, everyone," "Let's begin the meeting," "I'd like to welcome you all," and "Since everyone is here, let's get started" .
    - Practicing how to introduce oneself and others in a meeting setting, using phrases like "For those who don't know me, my name is...," and "I'd like to introduce you to..." .
    - Understanding how to clearly state the purpose and outline the agenda of the meeting using phrases like "The purpose of this meeting is to discuss..." and "On the agenda today we have..." .
- **Interactive Activities/Exercises:** Participants will role-play the beginning of a business meeting, taking turns to act as the meeting leader and attendees, focusing on starting the meeting and making introductions.
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "Good morning/afternoon," "Let's begin," "I'd like to welcome everyone," "My name is...," "This is...," "The purpose of this meeting is...," and "On the agenda today we have..." .

Session 7: Participating Effectively in Business Meetings - Part 2 (Expressing Opinions and Asking Questions)

- **Topic:** Expressing opinions, agreeing, disagreeing politely, and asking for clarification in meetings.

- **Learning Objectives:** Participants will be able to contribute to meeting discussions effectively by expressing their views and seeking clarification.
- **Warm-up Activity:** "Would You Rather" questions related to work scenarios will be posed to encourage quick thinking and participation .
- **Main Instruction Points:**
    - Learning various phrases for expressing opinions, such as "I think...," "In my opinion...," "From my perspective...," and "The way I see it..." .
    - Practicing phrases for agreeing with others, such as "I agree," "That's a good point," and "I think you're right."
    - Understanding how to disagree politely and constructively using phrases like "I see your point, but...," "I'm not sure I agree with that," and "Perhaps we could consider..." .
    - Learning and practicing phrases for asking for clarification, such as "Could you explain that again?," "What do you mean by...?," and "Could you give us more details on that?" .
- **Interactive Activities/Exercises:** Participants will engage in a simulated meeting discussion on a given topic, practicing expressing their opinions, agreeing or disagreeing politely with others, and asking for clarification when needed.
- **Communication Acronym/Technique:** The CARE method (Connection, Acceptance, Respect, Empathy) will be introduced as a framework for ensuring respectful and effective communication during discussions .

Session 8: Understanding Proper Business Etiquette - Part 2 (Communication and Meetings)

- **Topic:** Further aspects of business etiquette, focusing on communication and meeting conduct.
- **Learning Objectives:** Participants will enhance their understanding of professional behavior in the workplace, particularly in communication and meeting scenarios.
- **Warm-up Activity:** A discussion will be held on the concept of "Saving Face" in Chinese business culture and how it might relate to communication in international settings .
- **Main Instruction Points:**
    - Emphasizing the importance of giving verbal and non-verbal cues to show active listening and engagement during conversations and meetings .

    - Highlighting the need to avoid interrupting speakers and allowing them to finish their thoughts before contributing .
    - Reinforcing the importance of being punctual for all scheduled meetings and appointments .
    - Discussing the negative impact of engaging in negative gossip in the workplace and encouraging professional conduct .
    - Providing guidelines on the appropriate use of mobile phones during meetings, generally advising against their use unless for specific, pre-approved purposes .
- **Communication Acronym/Technique:** The BOND method (Building rapport, Openness, Nurturing relationships, Delivering on promises) will be introduced as a guide for fostering positive and productive professional interactions .

Session 9: Delivering Winning Business Presentations - Part 1 (Planning and Structure)

- **Topic:** Planning and structuring a basic business presentation.
- **Learning Objectives:** Participants will be able to outline and structure a simple business presentation effectively.
- **Warm-up Activity:** Participants will share their experiences of either giving or watching business presentations, discussing what they found effective or challenging.
- **Main Instruction Points:**
    - Guiding participants on how to clearly identify the purpose and intended audience of their presentation to tailor the content appropriately.
    - Explaining the importance of a logical presentation structure, typically including an Introduction, a Body with key points, and a Conclusion with a summary and call to action.
    - Providing basic guidelines on preparing visual aids, emphasizing simplicity, clarity, and relevance to the presentation content.
- **Communication Acronym/Technique:** The ABCDE method (Audience, Behavior, Content, Delivery, Evaluation) will be introduced as a framework for planning and delivering effective communications, including presentations .

Session 10: Delivering Winning Business Presentations - Part 2 (Delivery and Language)

- **Topic:** Practicing delivery and using appropriate language during a presentation.
- **Learning Objectives:** Participants will be able to deliver a short business presentation using clear and appropriate language.

- **Warm-up Activity:** Participants will practice introducing a business-related topic in just one minute, focusing on clarity and conciseness.
- **Main Instruction Points:**
    - Demonstrating effective ways to start a presentation, including greeting the audience and clearly introducing the topic .
    - Emphasizing the importance of using clear, simple, and accessible language suitable for the audience's English proficiency level.
    - Providing guidance on maintaining appropriate eye contact with the audience and using positive and engaging body language.
    - Explaining how to effectively conclude a presentation by summarizing the key points and thanking the audience for their attention .
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases for presentations include "Good morning/afternoon," "Thank you for coming," "Today I'm going to talk about...," "Firstly...," "Secondly...," "In conclusion...," and "Thank you for your attention" .

Session 11: Engaging in Formal Telephone Conversations - Part 1 (Answering and Initial Interaction)

- **Topic:** Answering the phone professionally and managing the initial part of a formal telephone conversation.
- **Learning Objectives:** Participants will be able to answer business calls in a professional manner and initiate conversations politely.
- **Warm-up Activity:** A group discussion will be held to share common telephone etiquette practices in their own culture and compare them to typical English-speaking business norms.
- **Main Instruction Points:**
    - Learning standard phrases for answering the phone professionally, such as "[Company Name], [Your Name] speaking" and "Good morning/afternoon" followed by the company name .
    - Practicing how to politely ask who is calling using phrases like "May I ask who's calling?" or "Who is speaking, please?".
    - Understanding how to clearly state the reason for making a call when initiating a conversation.
    - Learning and practicing phrases for connecting the caller to the appropriate person, such as "Please hold while I transfer you" or "One moment, please" .
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "[Company Name], [Your Name] speaking," "Good morning/afternoon," "May I ask who's calling?," "I'm calling about...," "Please hold," and "I'll transfer you to..." .

Session 12: Engaging in Formal Telephone Conversations - Part 2 (Managing the Call and Ending)

- **Topic:** Managing the main part of a formal telephone conversation and ending calls professionally.
- **Learning Objectives:** Participants will be able to handle basic requests over the phone and end calls in a polite and professional manner.
- **Warm-up Activity:** Participants will role-play scenarios from the previous session, practicing answering and transferring phone calls.
- **Main Instruction Points:**
    - Learning phrases for taking a message if the intended recipient is unavailable, such as "Could I take a message?" or "Would you like to leave a message?".
    - Practicing how to politely ask someone to call back later using phrases like "Could you ask him/her to call me back?" or "I will let them know you called." .
    - Understanding the importance of confirming key information discussed during the call to ensure accuracy.
    - Learning standard phrases for ending a business call politely, such as "Thank you for calling," "Goodbye," and "Have a good day" .
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "Could I take a message?," "Could you ask him/her to call me back?," "Let me confirm that...," "Thank you for calling," and "Goodbye" .

Session 13: Reading and Writing Business Reports and Documents - Part 1 (Understanding Structure and Key Elements)

- **Topic:** Understanding the basic structure and key elements of common business reports and documents.
- **Learning Objectives:** Participants will be able to identify the main sections and key information within a business report.
- **Warm-up Activity:** Participants will discuss different types of business documents they encounter in their work, such as reports, memos, and emails.
- **Main Instruction Points:**
    - Introducing common types of business documents, including formal reports, internal memos, and business proposals [implied in.
    - Explaining the basic structure of a formal business report, typically including an Introduction, a section on Findings or Analysis, a section on Conclusions, and often Recommendations for future action.

    - Guiding participants on how to identify key information within a business document, such as the main purpose, key findings, and any actionable items.

- **Vocabulary and Phrase Focus:** Key vocabulary includes "Report," "Memo," "Proposal," "Introduction," "Findings," "Analysis," "Conclusions," and "Recommendations" [implied in.

Session 14: Reading and Writing Business Reports and Documents - Part 2 (Writing Clearly and Concisely)

- **Topic:** Practicing writing clear and concise sentences in business documents.
- **Learning Objectives:** Participants will be able to write short, clear, and direct sentences suitable for business reports and other professional documents.
- **Warm-up Activity:** Participants will work together to simplify complex sentences, making them easier to understand and more direct.
- **Main Instruction Points:**
    - Emphasizing the importance of using clear and direct language in business writing to avoid ambiguity and ensure effective communication .
    - Providing guidance on avoiding unnecessary jargon and overly technical terms, especially when the audience may not be familiar with them .
    - Explaining the principles of organizing information logically within sentences and paragraphs to enhance readability.
- **Vocabulary and Phrase Focus:** The focus will be on using strong action verbs and avoiding passive voice and unnecessary words to make writing more impactful and concise [implied in.

Session 15: Business Communication and Negotiation - Part 1 (Basic Principles)

- **Topic:** Introducing basic principles of business communication and negotiation.
- **Learning Objectives:** Participants will understand fundamental concepts of effective negotiation in a business context.
- **Warm-up Activity:** Participants will share any personal experiences they have had with negotiation, whether in a professional or personal setting.
- **Main Instruction Points:**

    - Explaining the difference between interests (the underlying needs and desires) and positions (the specific demands or offers made during negotiation).
    - Highlighting the critical importance of active listening skills in the negotiation process to understand the other party's interests.
    - Introducing some common negotiation tactics that might be encountered in business situations.
- **Communication Acronym/Technique:** The SPARK method (Sharing, Purposeful, Asking, Recognizing, Keeping) will be introduced as a comprehensive framework for effective communication, which is foundational to successful negotiation .

Session 16: Business Communication and Negotiation - Part 2 (Practical Phrases)

- **Topic:** Learning and practicing practical phrases for business communication and negotiation.
- **Learning Objectives:** Participants will be able to use key phrases effectively in various negotiation scenarios.
- **Warm-up Activity:** Participants will brainstorm phrases commonly used for agreeing and disagreeing in different situations.
- **Main Instruction Points:**
    - Teaching practical phrases for making offers during a negotiation, such as "We can offer you..." or "Our proposal includes...".
    - Providing phrases for accepting offers politely, like "That sounds acceptable" or "We agree to those terms," and for rejecting offers while remaining professional, such as "I'm afraid that doesn't quite meet our needs" or "We were hoping for something closer to...".
    - Learning phrases for reaching a compromise, such as "How about we meet in the middle?" or "Perhaps we could consider... instead?" .
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "We can offer...," "That sounds good," "I'm afraid that doesn't work for us," "How about... instead?," and "Let's try to find a middle ground" .

Session 17: Everyday Finance and Accounting - Basic Terms

- **Topic:** Introduction to basic finance and accounting terms used in everyday business operations.
- **Learning Objectives:** Participants will gain an understanding of common financial terms encountered in a business context.
- **Warm-up Activity:** Participants will discuss common types of expenses that a business might incur on a regular basis.

- **Main Instruction Points:**
    - Explaining the meaning of fundamental financial terms such as "budget" (a plan for income and expenses), "revenue" (total income generated), "profit" (income after deducting expenses), "expense" (costs incurred), and "cost" (the amount paid for something) .
- **Vocabulary and Phrase Focus:** Key vocabulary includes "Budget," "Revenue," "Profit," "Expense," "Cost," "Invoice" (a bill for goods or services), and "Payment" (money given for goods or services) .

Session 18: Everyday Finance and Accounting - Understanding Invoices and Payments

- **Topic:** Understanding basic invoices and the processes involved in payments.
- **Learning Objectives:** Participants will be able to understand the key elements typically found on a business invoice.
- **Warm-up Activity:** Participants will be shown a sample invoice and asked to identify any parts they recognize or can guess the meaning of.
- **Main Instruction Points:**
    - Explaining the key components of a typical business invoice, including the Date of issue, the Invoice Number for tracking, a detailed Description of goods or services, the Quantity, the Unit Price, the total Amount due for each item, the Subtotal, any applicable Tax, and the final Total amount.
    - Providing a basic overview of common payment terms that might be found on an invoice.
- **Vocabulary and Phrase Focus:** Key vocabulary includes "Invoice," "Invoice Number," "Date," "Description," "Quantity," "Unit Price," "Amount," "Subtotal," "Tax," and "Total." Additional relevant phrases include "Payment Due Date" .

Session 19: Managing International Trade - Basic Concepts

- **Topic:** Introduction to basic concepts involved in managing international trade.
- **Learning Objectives:** Participants will gain an understanding of fundamental ideas related to the exchange of goods and services across international borders.
- **Warm-up Activity:** Participants will discuss examples of products or services that are commonly traded between different countries.
- **Main Instruction Points:**

    - Explaining the basic terms "import" (bringing goods or services into a country) and "export" (sending goods or services out of a country).
    - Introducing the concept of a "tariff" as a tax imposed on imported goods.
    - Discussing the general benefits of international trade for businesses and economies.
- **Vocabulary and Phrase Focus:** Key vocabulary includes "Import," "Export," "Tariff," "International Trade," and "Supply Chain" (the system of organizations, people, activities, information, and resources involved in moving a product or service from supplier to customer) .

Session 20: Managing International Trade - Dealing with Overseas Visitors

- **Topic:** Communicating effectively with visitors from overseas.
- **Learning Objectives:** Participants will be able to interact with international visitors in a polite and professional manner.
- **Warm-up Activity:** Participants will share any experiences they have had interacting with people from other countries, either professionally or personally.
- **Main Instruction Points:**
    - Learning appropriate phrases for welcoming overseas visitors to the company or country.
    - Practicing how to offer assistance and inquire about their needs in a polite way.
    - Providing guidance on offering basic information about the company, local area, or schedule.
    - Discussing the importance of being mindful of potential cultural differences in hospitality and communication styles .
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "Welcome to...," "How can I help you?," "Please let me know if you need anything at all," and "It was a pleasure meeting you" [implied in.

Session 21: Meeting Clients - Building Rapport

- **Topic:** Strategies for meeting clients for the first time and building positive working relationships.
- **Learning Objectives:** Participants will learn practical techniques to establish rapport and create a good impression with clients.
- **Warm-up Activity:** Participants will discuss the importance of making a positive first impression in professional interactions.

- **Main Instruction Points:**
    - Providing tips on how to make a good initial impression, including being punctual, dressing professionally, and having a positive attitude.
    - Introducing and practicing the FORD method (Family, Occupation, Recreation, Dreams) as a technique for initiating and maintaining comfortable small talk to build rapport .
    - Emphasizing the importance of showing genuine interest in the client by actively listening and asking relevant follow-up questions.
- **Communication Acronym/Technique:** The FORD method will be the central focus, with examples of appropriate questions and topics for each category discussed and practiced .

Session 22: Meeting Clients - Discussing Business

- **Topic:** Communicating effectively during business discussions with clients.
- **Learning Objectives:** Participants will be able to discuss business matters clearly, professionally, and confidently with clients.
- **Warm-up Activity:** Participants will engage in a brief role-playing exercise simulating a business discussion with a potential client.
- **Main Instruction Points:**
    - Guiding participants on how to clearly state the purpose of the meeting at the outset.
    - Providing strategies for presenting information in a logical and easy-to-understand manner.
    - Offering tips on how to answer client questions professionally and address any concerns they may have.
- **Vocabulary and Phrase Focus:** This session will involve a review and application of relevant vocabulary and phrases learned in previous sessions, such as those related to job duties, finance, and international trade, in the context of client discussions.

Session 23: Preparing for Business Trips - Essential English

- **Topic:** Essential English phrases and vocabulary for preparing for and navigating business trips.
- **Learning Objectives:** Participants will learn how to handle basic communication needs when preparing for and during a business trip to an English-speaking country.

- **Warm-up Activity:** Participants will share any experiences they have had with business travel, highlighting any communication challenges they faced.
- **Main Instruction Points:**
    - Teaching basic phrases for booking flights and accommodation, such as "I'd like to book a flight to..." and "Do you have any rooms available?".
    - Providing essential phrases for asking for directions, such as "Excuse me, how do I get to...?" and "Where is...?".
    - Covering key phrases for checking in at hotels, such as "I have a reservation under the name of..." and "Could I have my key, please?".
    - Introducing basic phrases for use in restaurants, such as "Could I see the menu, please?" and "I'd like to order...".
- **Vocabulary and Phrase Focus:** Key vocabulary includes "Reservation," "Flight," "Hotel," "Check-in," "Restaurant," and "Menu." Essential phrases include "Excuse me," "Where is...?", "I'd like to book...," and "Could I have...?" .

Session 24: Adopting a Business Tone in Conversation and Writing

- **Topic:** Understanding and adopting a professional tone in both spoken and written communication.
- **Learning Objectives:** Participants will be able to differentiate between casual and business English and consistently use a business-appropriate tone.
- **Warm-up Activity:** Participants will compare examples of casual language used in everyday conversation with more formal language suitable for business contexts .
- **Main Instruction Points:**
    - Highlighting the importance of avoiding slang, colloquialisms, and overly casual language in professional settings .
    - Guiding participants on using more formal vocabulary and sentence structures when speaking and writing in a business context .
    - Emphasizing the need to maintain politeness and respect in all business communications .
- **Vocabulary and Phrase Focus:** This session will involve reviewing formal alternatives to common casual expressions and practicing their use [1] .

Session 25: Building Friendships and Socializing with Colleagues

- **Topic:** Using English for building friendships and socializing with colleagues in a professional setting.
- **Learning Objectives:** Participants will learn how to engage in social conversations with colleagues to build stronger workplace relationships.
- **Warm-up Activity:** Participants will answer the icebreaker question, "What's your favorite way to relax after a long day at work?" .
- **Main Instruction Points:**
    - Providing guidance on how to initiate casual conversations with colleagues in English.
    - Suggesting appropriate topics for workplace socializing, such as asking about weekends, hobbies, and interests.
    - Discussing how to participate in office social events and informal gatherings.
    - Emphasizing the importance of being mindful of cultural differences when socializing with colleagues from diverse backgrounds .
- **Vocabulary and Phrase Focus:** Key vocabulary and phrases include "How was your weekend?," "What do you like to do in your free time?," "Did you see the game last night?," and "Would you like to join us for...?" [implied in.